The Study of Emotional Intelligence of Registered Nurses in the Ambulatory Care Setting

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Materials and Methods

- Voluntary participants were registered nurses of the ambulatory clinics of the 3 medical schools participating in the study.
- Descriptive, qualitative data via a confidential online survey
- Open-ended questions to 6 emotionally charged scenarios
- Targeted 3 key areas:
  1. The delivery of quality patient care;
  2. Effectiveness in the nurse leadership role; and,
  3. Personal job satisfaction.

Results

- 25% participation rate; i.e., 14 of 56 RNs, who met inclusion criteria; i.e., provided direct patient contact
- 21% of participants were male; i.e., 3 of 14 RNs
- Average nurse participant --- Caucasian female, aged 31 – 50 years, with an ADN or BSN degree, and licensed to practice as an RN for more than 20 years
- Qualitative feedback as per the survey responses outlined to the left

Quality Patient Care – 1) feeling 'uncomfortable', the majority responded they would inform inmate and/or guard of inmate’s leering and sexual hand gestures; and, 2) feeling 'confident' about having made a previous report of child neglect to CPS, the majority indicated they would not treat the child and/or parents differently during subsequent follow-up clinic visits

Effectiveness in the Nurse Leadership Role- 1) 'stressed', yet teamwork was important when caring for patients in a short-staffed clinic; and, 2) 'frustrated' and 'angry' when head nurse steps in to cover for a nurse, who constantly calls in sick

Personal Job Satisfaction – 1) majority responded either 'angry' or 'don't mind' when nurses, who smoke, get a break, and the non-smoking nurse does not; and, 2) 'good' / 'great' concerning feelings about their current nursing role and their future as an RN in the ambulatory care setting.

Conclusion

- Further education / interventions could be considered to assist the nurse participants in:
  1. Using their emotions to reason about the given situations;
  2. Further understand the basis of their emotions; and,
  3. Assist them to manage their negative emotions.
- More time needed to devote to further investigate the EI strategies identified by the RN participants and the researcher
- In future research studies of EI of RNs in the ambulatory care setting, employ open-ended questions stressing the 'elaboration' of feelings identified by nurse participants
- Allow for uninterrupted electronic participation

References: